

PERSONNEL COMMITTEE

11-0417R

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE
SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF
SUPPORT ANALYST.

CITY PROPOSAL:

RESOLVED, that the proposed amendments to the specifications for the civil service classification of Support Analyst, which were approved by the civil service board on 8/2/2011 and which are filed with the city clerk as Public Document No. _____, are approved. This classification shall remain subject to the city's collective bargaining agreement with its BASIC unit employees and compensated at Pay Range 131.

Approved:



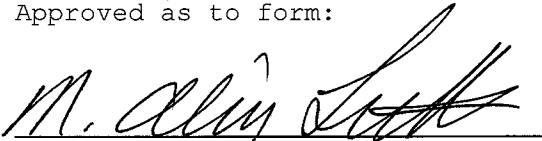
Department Director

Approved for presentation to council:



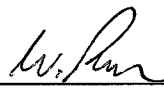
Chief Administrative Officer

Approved as to form:



Attorney

Approved:



Auditor

HR MS:jy 8/5/2011

STATEMENT OF PURPOSE: The change to this classification's job description affects only the minimum experience and education requirements that will allow the City to be better positioned to recruit candidates based on the needs of the department and as changes in the job market occur. There is no change in the rate of pay, which is Range 131, \$3581 to \$4213 per month.

SUPPORT ANALYST

PURPOSE: To provide hardware and software support services to computer users.

FUNCTIONAL AREAS: Under direction:

1. Analyze and solve hardware and software problems.
 - * A. Evaluate user requirements and recommend micro-computer software and hardware solutions.
 - * B. Perform the installation and/or integration of hardware and software following established standards.
 - * C. Troubleshoot and resolve hardware and software problems, network malfunctions, and improper operation.
2. Plan and coordinate assigned projects.
 - A. Determine needs, requirements, timetables and priorities of assigned work projects.
 - B. Coordinate project implementation with other staff.
 - * C. Assist in training users on introductory usage of desktop operating systems and application software.
 - * D. Report on project progress, including achievements and technical issues, to supervisor, involved staff and end user.
3. Provide technical guidance for the acquisition of hardware and software.
 - * A. Assist with information gathering related to software application functionality and hardware specifications.
 - * B. Provide technical inputs and recommendations for hardware and software upgrades to meet user needs and demands.
 - C. Maintain up-to-date awareness on the latest technology.

JOB REQUIREMENTS

Education & Experience Requirements:

- ◆ A. Completion of a degree program in an IT related field and two (2) years of verifiable work experience in the installation, support, and troubleshooting of personal computers, networks, and peripheral equipment. OR
- B. A combination of verifiable education, certification, and/or experience, determined to be equivalent, which demonstrates possession of the knowledge, skills, and abilities listed below.

Knowledge Requirements:

- ◆ A. Knowledge of the principles and techniques of personal computer operating environments.

- ◆ B. Knowledge of desktop software applications.
- ◆ C. Knowledge of local area network technology and data communications.
- ◆ D. Knowledge of the operation and integration of personal computers and related peripheral equipment.

Skill Requirements:

- A. Skill in communicating technical information logically and accurately in oral and written forms.
- ◆ B. Skill in installation of personal computers and associated peripherals.
- ◆ C. Skill in configuration and support of local area network hardware and software.
- ◆ D. Skill in troubleshooting hardware and software problems related to personal computers and associated peripherals.
- E. Skill in preparing written materials such as policies, procedures, configurations, plans, and recommendations.

Ability Requirements:

- ◆ A. Ability to research, analyze, and solve problems.
 - ◆ B. Ability to communicate on a one-to-one basis and before groups for the purpose of obtaining or providing information related to user needs.
 - C. Ability to establish and maintain effective working relationships with supervisors, users, co-workers, and other staff.
 - D. Ability to manage and track multiple projects concurrently.
 - ◆ E. Ability to occasionally stoop, kneel, crouch, crawl, recline and climb ladders to wire offices for new network connections and install personal computers.
 - ◆ G. Ability to lift and carry supplies and equipment weighing up to 50 pounds.
- * Essential functions of the job.
- ◆ Job requirements necessary on the first day of employment.

Anlst:	Date:
Union: Basic	Pay: 131
CSB: 19960604	
CC: 19960624	Res: 96-0542R

SUPPORT ANALYST

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FUNCTIONAL AREAS: Under direction:

1. Analyze and solve hardware and software problems.
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 - * B. Perform the installation and/or integration of hardware and software following established standards.
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 - C. Maintain up-to-date awareness on the latest technology.

JOB REQUIREMENTS

Education & Experience Requirements:

- ◆ A. Completion of a degree program in an IT related field and two (2) years of verifiable work experience in the installation, support, and troubleshooting of personal computers, networks, and peripheral equipment. OR
B. A combination of verifiable education, certification, and/or experience, determined to be equivalent, which demonstrates possession of the knowledge, skills, and abilities listed below. ~~Completion of a two-year vocational training program with specific course work in micro-computer/network support, plus four (4) years of verifiable experience in the installation, support, and troubleshooting of personal computers, networks, and peripheral equipment; or college degree in Computer Science, Information Systems, or a related field, plus two (2) years of verifiable experience in the installation, support, and troubleshooting of personal~~

~~computers, networks, and peripheral equipment; or a combination of verifiable education, certification, and/or experience equaling six (6) years which demonstrates possession of the knowledge, skills, and abilities listed below.~~

Knowledge Requirements:

- ◆ A. Knowledge of the principles and techniques of personal computer operating environments.
- ◆ B. Knowledge of desktop software applications.
- ◆ C. Knowledge of local area network technology and data communications.
- ◆ D. Knowledge of the operation and integration of personal computers and related peripheral equipment.

Skill Requirements:

- A. Skill in communicating technical information logically and accurately in oral and written forms.
- ◆ B. Skill in installation of personal computers and associated peripherals.
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- ◆ D. Skill in troubleshooting hardware and software problems related to personal computers and associated peripherals.
- E. Skill in preparing written materials such as policies, procedures, configurations, plans, and recommendations.

Ability Requirements:

- ◆ A. Ability to research, analyze, and solve problems.
- ◆ B. Ability to communicate on a one-to-one basis and before groups for the purpose of obtaining or providing information related to user needs.
- C. Ability to establish and maintain effective working relationships with supervisors, users, co-workers, and other staff.
- D. Ability to manage and track multiple projects concurrently.
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